

BACK to Health Clinic Financial and Billing Policy



General Billing Information

All new patients must provide picture ID at their first visit and as requested thereafter, as required by federal law. Inability to show valid picture ID will force us to reschedule your appointment for a later time when valid picture ID can be provided. All new patients must complete and sign new patient paperwork.

All out of pocket costs are due at the time of service. We accept Visa, MasterCard, Discover and Care Credit for your convenience. On occasion, coinsurance and deductibles may only be determined after your insurance has been billed. This may leave a balance on your account. If you have a balance, invoices will be sent at the beginning of each month. Invoiced accounts that remain unpaid by the next billing cycle will be subject to a \$10 late fee. Accounts with returned checks will be charged a \$30 returned check fee. An account may be sent to a collections agency at any point in time once it has become delinquent, at the discretion of the BACK to Health Clinic billing staff. Failure to provide 24 hour notice prior to appointment cancellation will result in a \$10 fee. Please direct all billing inquiries to 503-689-1929 ***phone payments are gladly accepted***

Self Pay Patients

All self pay patients are required to pay at time of service. We accept Visa, MasterCard, Discover and Care Credit. Our “My Wellness Card” program is also a great option for individuals or families without chiropractic coverage. It’s affordable, flexible and can be transferred or gifted. Please ask our receptionist for more details or pick up a brochure at the front desk. All durable medical equipment (e.g. pillows, braces and supplements) must be paid for at time of service.

Medical Records

Medical records will be provided to other healthcare providers for coordination of care at no cost. Should you desire a copy of your records for yourself, we will charge reasonable, cost based fees per, ORS 192.521. Personal copies are \$30 for up to the first 10 pages and .50 cents for each additional page. Copy fees must be paid in full and an authorization signed prior to copies being prepared. Please be prepared to show picture ID when picking up copies of your medical records. Medical records will only be release to the person or entity listed on the release of medical records form. Medical record requests may take up to 30 days to complete.

Private/ Group Health Insurance

(Please remember that insurance estimates are based on information provided by your insurance company. Eligibility and benefits quoted by insurance are an estimate only and not a guarantee of payment. Please have your updated insurance card ready to show our receptionist at the time of your visit)

Your insurance is a contract between you and your insurance carrier, and may involve your employer. We have no control over your benefits. You are ultimately responsible for checking with your plan directly to see what chiropractic benefits you have and to obtain any needed referral or authorization from your primary care provider or plan. Some insurance contracts may not cover all provided services. Services are provided based on medical necessity, NOT the assumption that the charges will be paid by the insurance. **You are ultimately responsible for treatment costs that are not covered by insurance.** It is your responsibility to provide us with any updates or changes to your insurance. Failure to do so could result in denial of your claims and payment would automatically become your responsibility. All out of pocket costs are due at time of service. We accept Visa, MasterCard, Discover and Care Credit.

Medicare

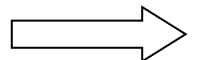
BACK to Health Clinic does accept and bill Medicare. If you have a secondary insurance or a supplement, please provide it at the time of service. We do not participate with all Medicare secondary insurers. You are responsible for all amounts not paid, due to non participation with your secondary insurer. You are also responsible for all deductibles and coinsurance left by Medicare. You may be asked to sign an Advanced Beneficiary Notice for any maintenance care or service that we believe may not be covered by Medicare.

Oregon Health Plan/ Medicaid

BACK to Health Clinic is currently unable to accept Oregon Health Plan/ Medicaid, for chiropractic treatment. If Oregon Health Plan (Medicaid) is your secondary insurer, costs not covered by your primary plan will be solely your responsibility.

Motor Vehicle Collision Patients

BACK to Health Clinic gladly treats patients injured in Motor Vehicle Collisions (MVC). We will bill the insurance of the vehicle you were occupying at the time of the injury directly. If you have private insurance, you are required to provide that information at the beginning of your treatment. This information will be used in the event that you exhaust the personal injury benefit provided by your auto policy. In this event, you will be responsible for any co-pays, deductibles or coinsurance associated with your private health insurance policy.



Workers Compensation Patients

BACK to Health Clinic gladly treats patients with work related injuries. We may treat for a total of 60 days or 18 visits on the initial claim. Treatment beyond this timeframe may require a referral from an attending Physician. Please inform the office if you receive notice that you are being enrolled in a Managed Care Organization (MCO) as this will affect the circumstances under which we may treat you. We will bill your employer's workers compensation insurer directly. If you have private insurance, you are required to provide that information at the beginning of your treatment. This information will be used in the event that your claim is denied. In this event, you would be responsible for any deductibles, co-pays or coinsurance associated with your private health plan. These costs will be collected only after a denied, un- appealed claim.

Irrevocable Doctor's Lien and Assignment or Right to Recovery

In consideration and exchange for not having to immediately pay a debt owed and in consideration for receiving future care through the doctors of BACK to Health Clinic, each new patient treating for a Motor Vehicle Collision (MVC), Workers Compensation, Slip Fall, or any type of third party liability claim, whether you have an attorney or not, must sign a Doctor's Lien to guarantee us payment for services rendered, against any settlement you might receive on your case. Your signature also provides us permission to forward your unpaid bills to the attorney for coverage instead of having to bill you directly. Doctors Lien's allow your attorney to pay any outstanding bills related to your claim to BACK to Health Clinic directly.

Medical Massage

BACK to Health Clinic provides medical massage, performed by Certified Medical Massage Therapists and Certified Chiropractic Assistants. **Medical Massage** is *Injury Care* by *Dr's Referral* for *Diagnosed Conditions*. It focuses on treatment of pain, spasm, swelling and/or limited motion, *often* due to traumatic injury. A medical massage is currently \$208 Dollars for 60 minutes (\$52 per unit). Necessary units are determined by referring physician, and will not be performed until a Dr's referral is obtained. No discounts, certificates or special promotions will be honored for medical massage. ***Our therapists will not perform medical massage under pretense or cost of a wellness massage.*** Gift cards or referral certificates may ***not*** be used for ***medical massage***.

Wellness Massage

BACK to Health Clinic no longer offers wellness massage to the public.

Department of Transportation (DOT) Physicals

Our doctors are licensed Certified Medical Examiners by the Federal Motor Carrier Safety Administration (FMCSA) National Registry. A copy of your exam results will be furnished to you and a medical examiners certificate will be provided to you for proof of passed exam. DOT Physicals will not be billed to insurance and must be paid prior to your exam. If you fail the exam, you are still required to pay. A onetime courtesy retake will be provided at no cost in the event that you need to see another provider to resolve a medical issue that caused you to fail the exam. Retake exams must be done within 90 days of failed exam. A medical examiners certificate is good for up to 24 months.

Sports Physicals

Our doctors perform sports physicals year round. The doctor will fill out the necessary documentation to be provided to the entity requiring the physical. Sports Physicals are currently \$35. This must be paid prior to exam by cash, credit or debit. We do not accept checks for these exams. Sports Physicals will not be billed to private/ group health insurance. BACK to Health Clinic is unable to perform physicals for "Boy Scouts of America". They have specific criteria and can provide you with a list of approved examiners in your area.

PATIENT AGREEMENT AND ASSIGNMENT OF BENEFITS: I hereby assign Back to Health Clinic, the insurance benefits that are otherwise payable to me for charges relating to my care. I also direct my insurance company to make payment directly to this clinic on my behalf. A photocopy of this assignment is to be considered as valid as an original. I understand that I am financially responsible for all charges whether or not I have insurance, and agree to pay all fees, including attorney fees, associated with the collection of this debt. I hereby authorize assignee to release all information necessary to secure payment. Please let us know if you have any questions about our Financial and Billing Policy. Your signature below will confirm that you have *read* and *understand* our Financial and Billing Policy.

Signature of Guarantor

Date